



Anaerobic Digestion  
Landfill & Biogas  
Coal Mine Methane

## Zero Down-Time, Remote Support & Peace of Mind

We have further supplemented our range of support with the introduction of our AEMS Maintenance Packages, tailored to suit the needs of our customers.

### Features

- Dedicated replacement FAU unit whilst customer's instrument is being Serviced
- Collection, delivery and insurance of FAUs included
- Comprehensive Service Programme
- Full, unrestricted access to Geotech's support infrastructure

### Benefits

- 6 - monthly Service, calibration and test of FAU Gas Analyser
- No downtime
- Remote diagnostic capability
- Remote Firmware updates
- Access to system data via Internet
- "Peace of Mind"

### Applications

- Landfill & Biogas
- Anaerobic digestion projects
  - > Waste water treatment
  - > Food processing plants
  - > Food and animal waste
- Coal mine methane



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## AEMS Maintenance - Terms & Conditions

1. The AEMS Maintenance Package includes prescribed Servicing of the FAU Gas Analyser, with a replacement Analyser supplied by Geotech to minimize downtime. It also includes access to the system data and remote diagnostics.
2. Replacement Analysers are supplied subject to availability and hence advanced booking is recommended..
3. Units are "On Hire" from the day they are received by the customer.
4. Units are "Off Hire" from the day they are received at Geotech, unless otherwise agreed.
5. In the event that equipment is returned late, additional charges may apply.  
  
" Late" for Service Duration is
  - o The 'Service Unit' arriving more than 3 days after the 'Hire Unit' was delivered and/or
  - o The 'Hire Unit' arriving back more than 3 days after the 'Service Unit' was returned.
6. It is the responsibility of the Customer to ensure units are returned in accordance with the above limits.
7. Units returned to us that have been subject to physical damage, or NOT used in accordance with the operating instructions, may be subject to additional charges.
8. You will be notified if the hire equipment is returned with any items missing. Failure to return these within 1 week of notification will result in an invoice being issued for replacement, at Geotech's standard list price.
9. Should you receive your Hire Equipment and notice anything missing, this should be reported within 24 hours of receipt.
10. UK customers may use our UPS account to return the loan FAU to us. Please note that this is not applicable to non-UK customers. Use of our UPS account other than for the return of the Hire Equipment will be subject to penalty costs. Any problems arranging collection of the goods after the Hire period has ended should be reported to Geotech immediately.
11. The FAU will be completely inspected, serviced and calibrated by professionally trained technicians. All faults discovered during the inspection will be repaired Free Of Charge. This excludes faults that have been caused by physical damage, water ingress, abuse or operation that is outside the recommended operating procedures. Such faults will be repaired, but at additional costs, to be agreed prior to commencement of repair.
12. The FAU will automatically be upgraded to the latest instrument software (firmware) modification status where possible. NB This is not GAM Software or AEMS Data Centre but internal instrument firmware.
13. A fully completed service return form must be supplied with the unit being returned for service. Forms are available in service return document packs and also via [www.geotech.co.uk](http://www.geotech.co.uk)
14. This offer does not negate or alter your statutory rights.
15. All Geotechnical Instruments (UK) Ltd standard terms and conditions apply. Available on request.